Amendments to the Claims

The listing of claims will replace all prior versions, and listings of claims in the application.

1.   (Currently Amended) A method, comprising:

utilizing at least one generic software component to develop a specific voice application, wherein the utilizing includes invoking at least one generic dialog asset from a repository comprising two or more of:

       script generic dialog assets,

       prompt generic dialog assets,

       audio file generic dialog assets,

       grammar generic dialog assets, and

       prompt pool generic dialog assets;

deploying the specific voice application in a deployment environment, wherein the deployment environment includes the repository; and

invoking the at least one generic dialog asset from the repository in the deployment environment.

2.   (Original) The method recited in Claim 1, wherein the deployment environment further comprises a voice gateway.

3.   (Original) The method recited in Claim 1, wherein the deployment environment further comprises an application server.

4. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a dialog control component.

5. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a dialog component.

6. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a voice application services layer.

7. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a rules integration layer.

8. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a messaging layer.

9. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a voice services layer.

10. (Original) The method recited in Claim 1, wherein the deployment environment further comprises a detail tracking layer.

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11.   (Original) The method recited in Claim 8, wherein the deployment environment further comprises an external system.

12.   (Original) The method recited in Claim 2, wherein the voice gateway further comprises a voice interpreter.

13.   (Original) The method recited in Claim 2, wherein the voice gateway further comprises a telephony interface.

14.   (Original) The method recited in Claim 2, wherein the voice gateway further comprises a text-to-speech service.

15.   (Original) The method recited in Claim 2, wherein the voice gateway further comprises an automatic speech recognition service.

16.   (Original) The method recited in Claim 1, wherein:

utilizing one or more generic software components to develop a specific voice application further comprises utilizing one or more generic software components during a design phase to develop a specific voice application.

17.   (Original) The method recited in Claim 16, wherein the design phase further comprises a dialog design phase.

18.   (Original) The method recited in Claim 16, wherein the design phase further comprises a voice coding phase.

19.   (Original) The method recited in Claim 16, wherein the design phase further comprises a rules definition phase.

20.   (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein custom prompts are generated.

21.   (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein custom grammars are developed.

22.   (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein standard prompts are utilized to generate the specific voice user interface.

23.   (Original) The method recited in Claim 16, wherein the design phase further comprises a phase wherein standard grammars are used to generate the specific voice user interface.

24.   (Original) The method recited in Claim 16, wherein the design phase further comprises a system test phase.

25-35. (Canceled)